



CERTIFIED

FAMILY HOME PROGRAM



PROVIDER MANUAL

REVISED AUGUST 2018



IDAHO DEPARTMENT OF
HEALTH & WELFARE

Certified Family Home Provider Manual

TABLE OF CONTENTS

Introduction	i
Mission and Vision	ii
Section 1: Regulations	
Idaho Administrative Procedures Act (IDAPA) 16, Title 03, Chapter 19: "Certified Family Homes"	1
Idaho Code Title 39, Chapter 35, "Idaho Certified Family Homes"	54
Section 2: Home Policies and Procedures	
Admissions, Transfers and Discharges	
New Admission	66
Emergency Temporary Placement.....	67
Termination of the Admission Agreement	67
Discharge.....	68
Change of Location.....	69
Emergency Preparedness	
Escape from Home Fire	70
Shelter in Place	71
Evacuation Orders	72
Provider Incapacitation	73
Inspections and Investigations	
Inspections.....	74
Investigations	74
Correcting Non-compliance.....	75
Medications	
Training	76
Following Orders.....	76
Safeguarding Medications.....	77
Residents Who Self-Administer	78
Assisting with Medications	79
Disposing of Medications	80
Reporting	
Suspected Abuse, Neglect or Exploitation	81
Serious Physical Injury or Death Due to Abuse or Neglect	82

Critical Incidents.....	82
Fire Occurring within the Home.....	83
Law Enforcement, Adult Protection or Child Protection Investigation	83
Additional Criminal Convictions.....	84
Funds Managed for a Deceased Resident.....	84
Discharge of a Resident.....	85
Resident Funds	
Management of Resident Funds	85
Funds of a Discharged Resident.....	86
Personal Loans to Residents	87
Resident Rights	
Notice of Resident Rights.....	88
Filing Complaints	88
Privacy	89
Humane Care.....	89
Respectful Treatment.....	90
Basic Needs Allowance	90
Resident Funds and Property	90
Access to Resident	91
Freedom from Harm.....	92
Health Services.....	92
Grievance	92
Advance Notice.....	93
Other Rights.....	93
Voluntary Closure of the Home	94

Section 3: Home Records

Introduction to Home Records	96
Application Part A	98
Application Part B	101
Renewal Application	105
Exception Request.....	107
Request for New Admission (for a prospective first or second resident)	109
Application to Exceed the Two Resident Limit (for a prospective third or fourth resident)	111
Ongoing Annual Training Log	113
Emergency Preparedness Log	114
Fire Drill Summary	115
Emergency Phone Numbers	116
Fire Incident Report	117

Substitute or Alternate Caregiver Training	119
Hourly Adult Care Enrollment Contract	121
Hourly Adult Care Service Log.....	124
Recertification Checklist.....	125

Section 4: Admission Records

Introduction to Admission Records	126
Admission Agreement.....	128
Belongings Inventory	133
Resident Information and Social History	134
Resident Rights	
Resident Rights Policy Review Log	136
Advance Directives Information	137
Advance Directives Notification.....	140
Living Will and Durable Power of Attorney	141
Medications	
Over-the-Counter (OTC) Medications	148
Approval to Self-Administer Medication	149
Assessment (may be used for private-pay residents)	150
Plan of Service (may be used for private-pay residents).....	162

Section 5: Ongoing Resident Records

Introduction to Ongoing Resident Records	168
Grievance Response Record	169
Incident / Accident / Change in Condition	170
Critical Incident Report.....	172
Resident Finances	
Resident Cash Ledger	174
Personal Loan Contract (relatives only)	175
Medications	
Narcotic Inventory.....	176
Medication Assistance Record.....	178
Medication Disposal Record	180



IDAHO DEPARTMENT OF HEALTH & WELFARE

C.L. "BUTCH" OTTER – GOVERNOR
RUSSELL S. BARRON – DIRECTOR

TAMARA PRISOCK – ADMINISTRATOR
DIVISION OF LICENSING & CERTIFICATION
STEVEN L. MILLWARD – MANAGER
CERTIFIED FAMILY HOME PROGRAM
P.O. Box 83720
Boise, ID 83720-0009
PHONE (208) 334-0706
FAX (208) 239-6250
www.cfh.dhw.idaho.gov

July 1, 2018

INTRODUCTION

The Department of Health & Welfare values certified family home (CFH) care providers. You devote yourselves to vulnerable adult residents who are dependent on you for their protection, security, and assistance with basic life skills. The services you provide allow these individuals to live in a normal family-style environment, instead of more expensive and restrictive institutional care settings.

The CFH program is a win-win-win. It's a win for the citizens of Idaho; their tax dollars spent to pay for care in the CFH setting go farther than the institutional alternatives. It's a win for you as the care provider, as you earn an income from home providing supervision and personal assistance. Most importantly, it's a win for the resident, who is able to remain within the community and be included in day-to-day family life.

You have a partner in the Department to guide you in operating a CFH. The Department's Division of Licensing & Certification employs certifying agents in each region of the state. Certifying agents are your resource when it comes to obtaining and maintaining certification. Once the home is certified, certifying agents provide regulatory oversight. When you have questions regarding CFH program standards, contact your regional certifying agent for consulting services. Technical assistance from the certifying agent can upgrade the quality of care in your home and assure compliance with CFH program requirements.

Another resource the Department supplies is this manual. It is designed to provide you with the information and framework you need to comply with regulations, give high quality care, and assure a safe living environment. In the manual, you will find copies of the rules and statutes that govern certified family homes, recommended policies and procedures for your home, records you will need to recertify your home each year, forms to help you properly admit a new resident into your home, and ongoing resident records.

Lastly, the Department has an online presence dedicated to CFH providers. Keep up with health and safety topics and the latest program developments by liking us on Facebook (Idaho Certified Family Homes) and following us on Twitter (@CFHIdaho). The program also maintains a webpage (www.cfh.dhw.idaho.gov) where CFH providers may find announcements, alerts, applications, a digital copy of this provider manual, quality assurance tools, program forms, certifying agent contact information, and much, much more.

Please take full advantage of the supports the Department offers to you. Your success as a CFH provider is important. As you strive with us to implement the vision and mission of the CFH program, vulnerable adults living in your home will receive the care they need to lead the safest and healthiest lives possible with dignity and fulfillment.



Sincerely,

STEVEN L. MILLWARD
Program Manager



MISSION

To promote and protect the health and safety of Idahoans receiving services in certified family homes.

VISION

Adults who are unable to reside on their own living with their primary care providers in safe, family-styled homes where they receive high quality services, their rights are honored, and they are included in the community.